



WORK STUDY PROGRAM – POSITION DESCRIPTION FORM

Personnel Department: Contingent Workforce Programs

JOB # 28-2009

Department	<u>Seattle Fire Dept</u>	Number of Positions	<u>1</u>	Wage	<u>\$25.25</u>
Job Title	<u>Information Technology Specialist</u>	Location	<u>Fire Headquarters 301 Second Ave S, Seattle</u>		
Start Date	<u>10/2009</u>	End Date	<u>12/2010</u>	Work Scheduled Between	<u>8:00 AM</u> to <u>5:00 PM</u>
Minimum:	Negotiated	Hours/Week	and	19	Hours/Week
		Maximum:		Summer	Negotiated
				Schedule:	Hours/Week

SUMMARY OF WORK TO BE PERFORMED:

This position will provide desktop, tier 1 support for the Fire Department computers in the Fire Stations. Typical duties: Monitor the tickets in the City's Heat Ticket system (help desk), contact and assist with troubleshooting firefighters' and civilians' computer and application problems, and assist desktop support team with various assignments (installing and repairing computers, remotely accessing computers, working with troubleshooting applications). Provide excellent customer service to members of the department.

DUTIES STATEMENT: Describe the work in detail. List duties in their order of importance and include in the left column an estimate of the percentage of work for each duty.

% of time 50	1)	Monitoring Service Desk Heat tickets
30	2)	Tier 1 and Basic computer troubleshooting
10	3)	Tier 1 and basic applications (mainly packaged and vendor support applications)
10	4)	Assist Desktop Support Team with installations, repairs, etc.

EDUCATIONAL BENEFITS TO BE DERIVED BY WORK STUDY EMPLOYEE:

Gain hands on experience working with technology, learning to provide excellent customer service, working in a highly productive environment, learning about computer technology and applications.
A big benefit is to work for a Public Safety Agency and learn about the Fire Department – its operations and mission. The Fire Dept has over 100 mobile computers in the apparatus (engines, ladder trucks, etc.), about 400 fire station computers and over 200 applications.

MINIMUM QUALIFICATIONS: Education, skills, abilities, and/or experience sought. Please explain.
Experience working with computers and software and providing customer support (business/retail/etc.).
Work study funding through college's financial aid package (proof required).

DESIRED QUALIFICATIONS:

Having the desire to learn about technology. The more computer experience is a plus. Ability to work independently and accountability are important.

DESCRIBE ANY TRAINING REQUIRED AFTER EMPLOYEE IS HIRED:

Fire IT staff will provide training and manuals to study.

EXPLAIN THE TYPE OF SUPERVISION/GUIDANCE GIVEN THIS EMPLOYEE: The candidate will work with a Fire IT staff or will be monitoring Service Desk calls in our office where other IT staff will be available.

Application Instructions:

Send your resume and school's referral/authorization form (it should have your work study award amount as well as your work eligibility dates) to cwp@seattle.gov or fax to 206-684-5809. **Include the position title, job # (28-2009), department, and your e-mail address. **Please do not apply until you have a 2009-10 work study referral/authorization form from your college/university.**

**Positions are open until filled so apply as soon as you receive your 09-10 academic year work study form.
We only hire students with WA State work study funding. Questions? Call 206/684-8088.**